Mosaic

Lincolnshire COUNTY COUNCIL Working for a better future

Quick Guide

Restricted Records

All Mosaic users must read the **Mosaic Restricted Records Policy** available on the Mosaic Hub.

The Mosaic Service Desk can restrict, grant and remove access to records in Mosaic.

A Mosaic record should be restricted when:

- the record contains sensitive information, and it may be inappropriate for this to be available to all Mosaic users
- the person is subject to a serious case review. This also applies in the case of a child death which may lead to a serious case review
- the person has a high media profile
- the person has a pre-adoption record
- the person is a direct relative (i.e. spouse, parent, child, etc) of an LCC employee or external professional who uses Mosaic
- the person is also an LCC employee or external professional who uses Mosaic

Note: A Mosaic record can also be left unrestricted overall, but restrictions can be applied to one or more workers to prevent just those workers from accessing the record.

Access can be granted to:

- an individual worker
- a worker role
- a team (giving access to all team members)

Important notes:

- Adult Approved Mental Health Professionals (AMHP), Children's Emergency Duty Teams and the Mosaic System Support Team will automatically be given access to all restricted records

- When 'acting for' another worker who has been granted access to a restricted record, the deputy worker is also able to view the restricted record.
- Access to view a restricted record should only be required during case work activity. When a worker's involvement has ended, access permission should be removed.

Restrictions: Requesting and Removing Access

You will need to contact the Mosaic Service Desk to restrict, grant, extend or remove access to a person's record.

All requests **must** be authorised by your manager – this has been built into the Mosaic Requests forms.

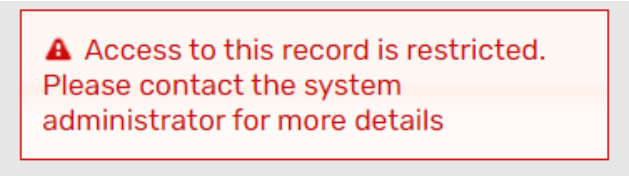
> Complete the relevant Mosaic Requests form to request a record is made restricted or unrestricted, to request access, extend access or to remove access to a restricted record.

You will need to complete the relevant form with all the necessary information to allow the request to be processed in a timely manner – many of the fields are mandatory in the form so you do not miss any important information.

Restricted Records that you do not have permission to access

If you do not have permissions to access the restricted record, you will only be able to see the person's name, Person ID and date of birth on the **Person details** screen.

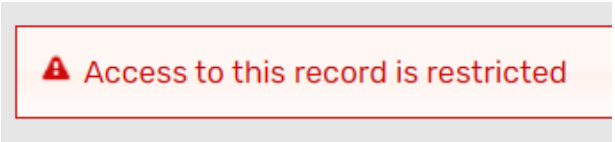
A red message will appear at the top of the screen to inform you access to the record is restricted.



The **restricted record** icon will appear before the person's name in your **Recently viewed** section (Full/Narrow workview).

Restricted Records that you have permission to access

A red bar will appear at the top of the **Person summary** screen to inform you that you are in a restricted record.



If you have permission to access the record, you will be able to see all relevant information and the person will look 'normal' in your **Recently viewed** section (Full/Narrow workview).

You will not be able to assign next actions, requests or notifications to workers or teams who do not have access to the restricted record. You will need to arrange their access by contacting the Mosaic Service Desk and following the **'Restrictions: Requesting and Removing Access'** section of this guide.